

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2018	2019	YOY%
Danvers, MA #478	\$16,470	\$25,972	57.7%
Katy, TX #598	\$36,251	\$50,351	38.9%
Doylestown, PA #762	\$17,267	\$23,963	38.8%
Boca Raton, FL #682	\$28,466	\$38,988	37.0%
Amherst, NY #840	\$11,250	\$15,395	36.8%
Hattiesburg, MS #566	\$16,515	\$22,345	35.3%
Texarkana, TX #570	\$14,227	\$19,242	35.3%
Lowell, MA #457	\$19,130	\$25,821	35.0%
S. Edmonton, AB #834	\$27,921	\$37,427	34.0%
Wilmington, DE #954	\$15,434	\$20,684	34.0%

District Sales Growth

District	Region	WTD%
Rickard Balboni	Northeast	19.5%
Frank Ramirez	Southeast	14.1%
Jon Fiorentine	Northeast	13.9%
Dustin Gasper	Northeast	9.8%
Brian Pitre	Southeast	8.3%
Daniel De Los Santos	Northeast	8.1%
Cindy Light	Western	7.6%
Anthony Chapa	Southeast	6.9%
Tony Reynolds	Western	5.4%
John Chudzinski	Western	4.7%

Birthday Sales Growth

Restaurant	2018	2019	WTD%
Boise, ID #959	12.3%	33.2%	20.9%
Regina, SK #872	2.9%	22.2%	19.3%
Lansing, MI #326	5.6%	20.1%	14.5%
N. Olmsted, OH #559	8.4%	22.6%	14.2%
Burlington, WA #338	9.1%	22.9%	13.8%
Bellevue, WA #305	9.1%	22.1%	13.0%
Henderson, NV #314	7.5%	19.7%	12.2%
Vancouver, WA #333	11.7%	23.8%	12.1%
Dublin, OH #322	9.7%	21.0%	11.3%
Gastonia, NC #635	9.3%	20.0%	10.6%

Tesser Remodels Sales Growth

Restaurant	2018	2019	YOY%
El Paso, TX #852	\$13,062	\$26,712	104.5%
FM 1960, TX #032	\$22,680	\$42,340	86.7%
Lake Charles, LA #709	\$23,951	\$36,800	53.6%
Foothill Ranch, CA #371	\$21,399	\$31,057	45.1%
Stockton, CA #631	\$27,950	\$36,593	30.9%
Syracuse, NY #526	\$13,780	\$17,873	29.7%
Portage, MI #327	\$14,300	\$18,214	27.4%
York, PA #965	\$12,807	\$16,293	27.2%
N. Olmsted, OH #559	\$15,102	\$18,437	22.1%
Fayetteville, GA #615	\$30,815	\$37,435	21.5%



Congratulations to Team Doylestown, PA as they celebrate their next Sapphire Pin Earner, Hailey Totans! Hailey joined the Chuck E. family just over 1 year ago, working extremely hard to reach this milestone. All of the party parents rave about how great Hailey is and it shows, as she gets perfect 10's each and every time. Thank you Hailey for all you do, your Sapphire Pin is very much deserved!

~ Hailey was absolutely amazing! She was so nice and patient. She never rushed us on anything. We really enjoyed our experience today and would highly recommend to our friends and family. ~

~ Hailey was extremely friendly and helpful with our party. ~

~ Hailey was very thorough in everything she did for us. She was very helpful and understanding dealing with 4 year olds. ~

Chad Estrada's team has done it once again, as they get to award their next Sapphire Pin Earner Sidney Zuccaro from Roseville #475. Sidney joined the Chuck E. family 1 ½ years ago with an ambition in her heart for parties. She strives to execute as many A&B moments as possible, whether it be taking a picture with the birthday child or playing a game with them. She is all about making them feel special. Thank you Sidney for all you do, your Sapphire Pin is very much deserved!

~ Our host Sidney was amazing. Super friendly and she was a pleasure for us.

Thank you Sidney. ~

~ The server/party coordinator were great. Everything ran smoothly. We forgot candles and a lighter, and he helped us out with those too. The kids had a blast, thank you. ~

~ My server Sidney was very helpful and kind. She met all our needs and more. Very sweet and nice. ~

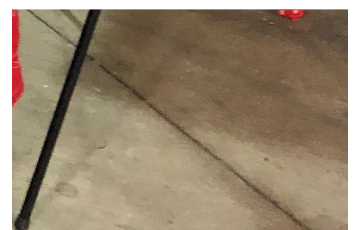
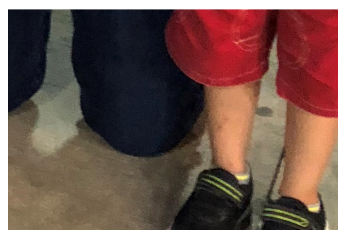
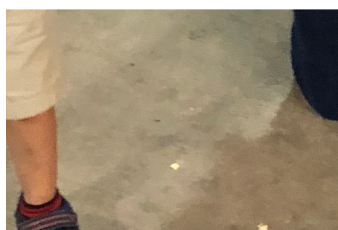
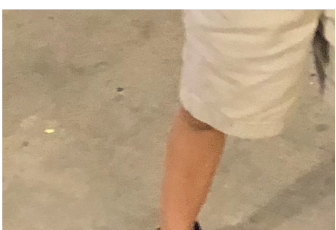
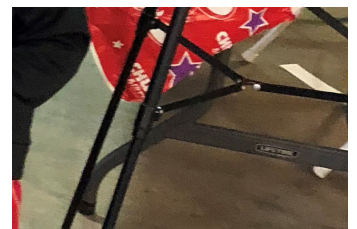
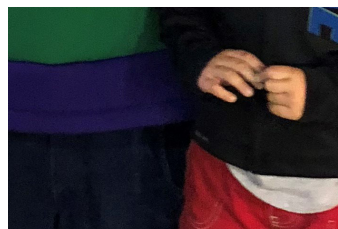
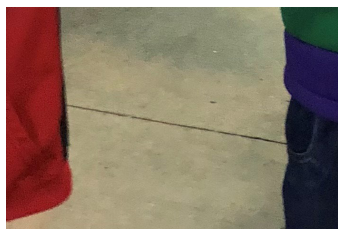
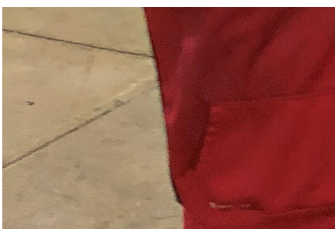
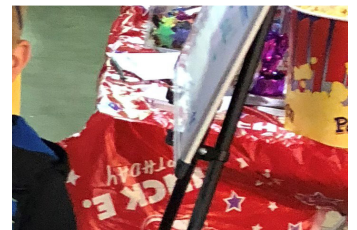
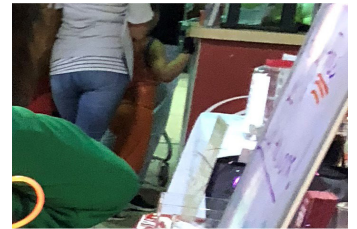
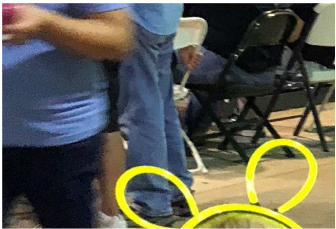
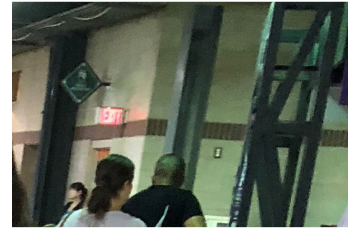
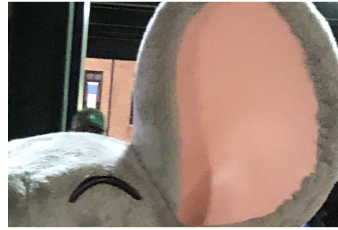
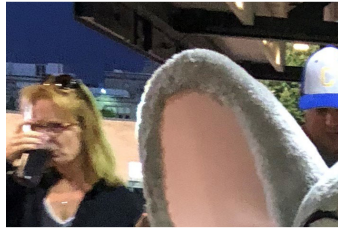
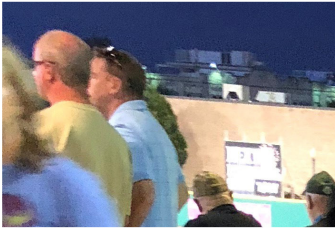
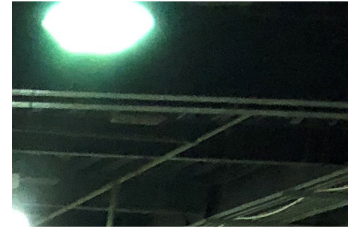


Week 25
July 5, 2019



WHAT'S GOIN' ON

- Highlight Moments -



Submit your highlight moments to myfavoritefun@cecentertainment.com

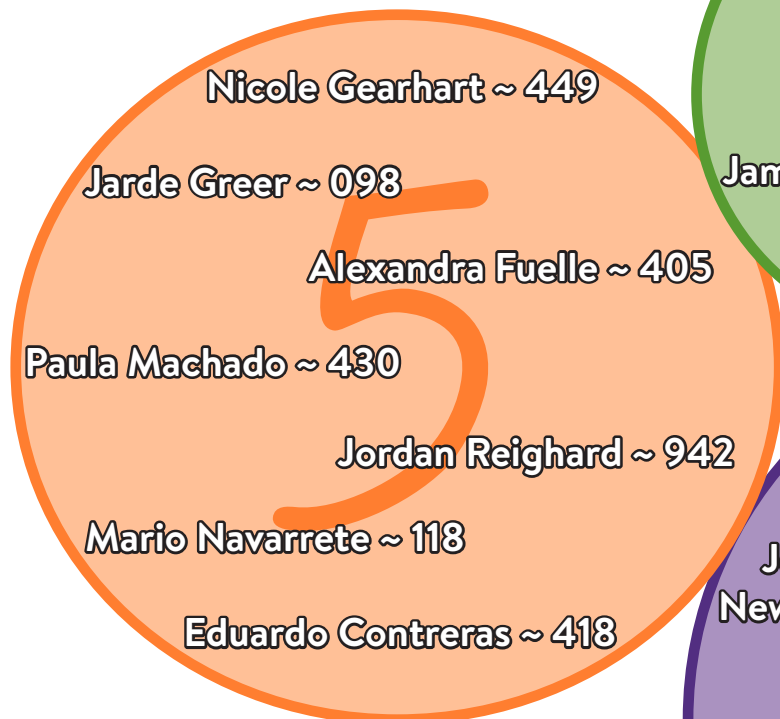
MILESTONES-

- Reach and Achieve! -



Jeffrey Cogswell ~ 716

James Mulvihill ~ 968



Nicole Gearhart ~ 449

Jarde Greer ~ 098

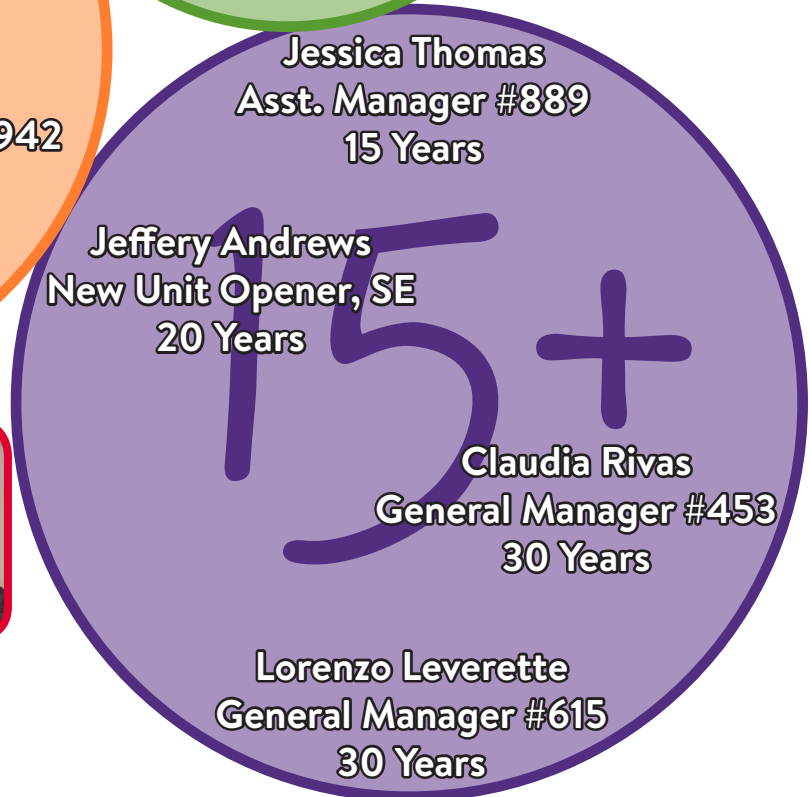
Alexandra Fuelle ~ 405

Paula Machado ~ 430

Jordan Reighard ~ 942

Mario Navarrete ~ 118

Eduardo Contreras ~ 418



Jessica Thomas
Asst. Manager #889
15 Years

Jeffery Andrews
New Unit Opener, SE
20 Years

Claudia Rivas
General Manager #453
30 Years

Lorenzo Leverette
General Manager #615
30 Years

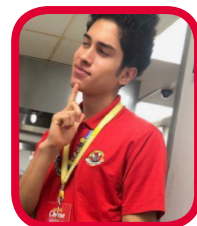


Destiny Brown

Team Concord, CA #379

Adam Shafran, AD

~ My daughter had a great 6th birthday. Destiny was our party assistant, and was very sweet. Everyone enjoyed themselves and we will be back. ~



Gianni Angulo

Team Concord, CA #379

Adam Shafran, AD

~ Great service from Gianni. Took care of everything, bringing out food, setting up cake, cutting cake and then clean-up. We didn't have to do anything. ~



Jacqueline Fisher

Team Redbird, TX #949

Eric Bargas, DM

~ Jacqueline was great! She made my party experience wonders! ~



Crystal Pierce

Team Roseville, MI #475

Chad Estrada, DM

~ Crystal was a very good Party Server she made my son's party amazing. I would recommend her and your company to everyone. ~



Vick Shaholli

Team Roseville, MI #475

Chad Estrada, DM

~ Vick was an amazing person and host to have and my daughter had an amazing time. Thank you so much Chuck E. Cheese, and thanks again. ~



Reminder:

Continue to send in your Ruby Pin achievers to learning@cecentertainment.com so they can be featured in the Focus!

DEAR CHUCK E...

- You're the BEST! -

This message is a bit late but I wanted to take a moment to express my complete gratitude for the service and accommodation provided by Patrick and his staff. I am a single mother with little resources and Patrick took the time to work with me to ensure my daughter's 10 year birthday party was successful and a lot of fun for everyone. He and his staff were very attentive and pleasant. I am very appreciative of Patrick and his staff and help this message get's sent to him. Thank you Patrick, you are the best!



Northeast
Tinley Park, IL #058
RVP Chris Kelly
AD Troy Watring
GM Armando Rosado
Cast Member Patrick

Kenny Downard was absolutely amazing. He went above and beyond to make our visit extra special. It is my 39th birthday but I wanted to spend the day with my kiddo and he wanted to go to Chuck E. Cheese. We are so glad that we did. My wife has stage 4 breast cancer and was not able to join us, however Kenny must have overheard me talking to someone about it and he took it upon himself to ensure that we had an excellent time. Take good care of him as an employee as I would hire him in a heartbeat if I had a position for him.



Western
Grand Junction, CO #708
RVP Jim Brawley
DM John Chudzinski
GM Kelly Savage
Cast Member Kelly

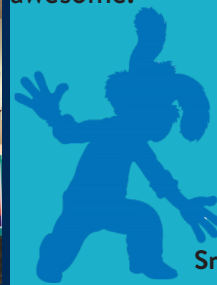
I am compelled to write to you about my service experience today with your Sr. Asst. Manager, Jessica Embree. Our family visits the Chuck E. Cheese location in Covington, LA at least 3 times per month as it is my son's 'reward' of choice. My child, Asher, is autistic which means he sometimes fixates on people, places, and things. Chuck E. Cheese is his big fixation, and CEC is his happy place where he can fit right in with neuro-typical kids. Unlike most places, the sounds and visual stimulation at CEC don't bother him so CEC was the obvious choice for his birthday party this year. I booked the party online and was working with our baker to design his cake. Because Chuck E. is trademarked, the bakery wouldn't do anything with his likeness on the cake so I called the store in hopes of being able to purchase a cake topper. I connected with Jessica Embree, the Sr. Asst. Manager at the Covington location. I explained what I was looking for and she jumped into action. Within minutes, she had scoured the merchandise room and texted me pictures of possibilities along with prices. She went so far as to call other stores within the district in hopes of locating the perfect topper, and she found it in Gulfport, MS (almost 2 hours away). I asked about paying the store and having it shipped and she responded that the DM would be picking it up for me and returning it to the Covington store in time for our party on Sunday the 7th. Jessica Embree = PHENOMENAL SERVICE PROVIDER. Jessica has won my heart. There are many other options for kiddo entertainment in the area, but we will continue to visit Chuck E. Cheese; all because Jessica cared enough to make one little boy's birthday cake awesome.

It is my pleasure and gratefulness to say congratulations to Claudia Rivas on her 30 year Anniversary with Chuck E. Cheese today! Claudia, we (I) couldn't do this without you. We thank you and appreciate you!

~ Steve Charlebois and Team District I ~



Asher and Chuck E. on his birthday



Southeast
Covington, LA #610
RVP Bill Eich
DM Brian Pitre
GM Daniel Virgili
Sr. Asst. Mgr Jessica Embree



THE MORE YOU KNOW...

Risk Management



Scam Alert!

One of our Miami Restaurants recently had a scam incident happen involving a man posing as a Spectrum Technician to install an internet circuit.

With the quick thinking and intuition of our restaurant technician, he called the Support Center to check if this work order was valid.

Never allow any IT work to happen in your restaurant unless you have received notification from the Support Center. If someone shows up with a work order, ALWAYS call to verify if it is valid, as some vendors will arrive earlier than scheduled.

A special kudos to Klon, our store tech who followed the correct procedures with calling the Support Center to validate any work that may need to be done.

Facilities

Work Order Priorities

It is especially important that you choose the correct priority for your work orders. Please make sure that the priority corresponds with the service response time that you need, before you hit the save button to submit the work order. The priority and service time frames are as follows:

Priority	Service Time
P1 - Emergency	Same Day
P2 - Next Business Day	Next Business Day
P3 - Routine	Three Business Days

Learning & Development

Birthday Updates

There are some exciting changes coming to the Birthday Reservation process!

These changes will make the booking experience easier and convenient for our guests, attracting them to book even more parties with us.

To make these updates happen, some changes will be made to our existing birthday confirmation process.

Effective Tuesday, July 9th, **the first 4 numbers of the confirmation number will always match the restaurant the party was originally booked.**

What does this mean?

If a guest changes the location of their party, the confirmation number will **STAY THE SAME**; it is possible you will have a party at your location where the first 4 digits of the confirmation number will not match your restaurant.

Remember, the Reservation System on the BOH is **ALWAYS** the system of record. If you are unsure if a party is yours, please double check in your system, or email the manager hotline at hotline@cecentertainment.com for extra assistance.

Marketing

Cups for a Cause

Cups for a Cause starts on Tuesday!
Are you ready?

- POP is ready to go
- Cups have been received

On Tuesday, go live day:

- Put up your Cups for a Cause POP
- Swap out your promo cups for the Cups for a Cause cups. (please store your current cups in a safe place for later use. These will need to be inventoried!)

Questions? Contact:

marketing@cecentertainment.com



THE MORE YOU KNOW...

Entertainment

Show 3 Studio C DVDs

For all restaurants with a Studio C:

We have gotten word that a bad batch of DVD's were replicated by our vendor.

Replacement DVDs have been sent out to all of you which should be arriving any day now. Until you receive this DVD, please continue to play your Show 2.

If you have any further questions or concerns, please reach out to Nicole Cooper in the Marketing Department at

ncooper@cecentertainment.com

Learning & Development

Super Cauli Crust Pizza

Your Q3 LTO starts on MONDAY!

Please go over this quick checklist to make sure you are ready to hit the ground running on Go-Live Day!

- Hard copies of SMTS were shipped out from the Support Center, if you have not received these, contact learning@cecentertainment.com
- Practice, Practice, Practice! It is important that you practice working with this crust a few times prior to go-live to identify the proper cooking position for your pizza.
- Starting 7/8, a link will be available on our website guiding guests to the nutritional information for the Cauliflower Crust
- By now everyone should have Cauliflower Crusts on hand. If you have not received these, please contact purchasing@cecentertainment.com
- If you are missing your POP, please contact marketing@cecentertainment.com.

Questions or concerns regarding this product? Please reach out to your Regional L&D Manager

learning@cecentertainment.com

Sales Contest



Southeast

FM 1960, TX #032
Melbourne, FL #699
San Antonio, TX #098

Region Leaders

Northeast

Richmond, VA #056
Amherst, NY #840
Lafayette, IN #673

Western

Pasadena, CA #324
Ventura, CA #453
Thousand Oaks, CA #320



Company Leaders

Pasadena, CA #324
FM 1960, TX #032
Melbourne, FL #699



Top Daily Sales Winners

Each week, a random winner will be picked from each region for top sales of the day!

Congratulations to the following restaurants:

Northeast: Bloomington, IL #345

Southeast: FM 1960, TX #032

Western: Pasadena, CA #324

Prizes to be awarded at the conclusion of the contest.



CAREER GROWTH OPPORTUNITIES

General Manager

S. Birmingham, AL	707
Fullerton, CA	325
Ladera Heights, CA	367
Foothill Ranch, CA	371
El Monte, CA	428
Miami Sunrise, FL	434
Rochester, NY	517
Charlotte, NC	039
Sharonville, OH	738
Niles, OH	745
Sioux Falls, SD	860
Lake Jackson, TX	576
S. Austin, TX	951

Tech Manager

N. Fresno, CA	364	Largo, MD	532
Lynwood, CA	377	Lowell, MA	457
Monrovia, CA	390	Springfield, MA	476
MacArthur Park, CA	397	Everett, MA	755
San Jose, CA	404	Southgate, MI	713
Huntington Beach, CA	406	Lincoln, NE	568
Diamond Bar, CA	409	Omaha, NE	733
Lemon Grove, CA	765	Jersey City, NJ	484
Waterbury, CT	463	Bronx Terminal, NY	641
Alpharetta, GA	600	Charlotte, NC	064
Savannah, GA	605	Victoria, TX	581
Darien, IL	685	Austin, TX	586
Indy Castleton, IN	096	Midland, TX	928
Indy Greenwood, IN	346	Lynnwood, WA	624
Columbus, IN	670		

District Level

District Technical Manager
Lewisville, TX #035

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

